

# COMAP REPORT

The Governor's Commission on Management and Productivity

Web site: <http://www.state.mo.us/comap/index.htm>

October 6, 1997

## SHOW ME RESULTS

State agencies are developing their departmental strategic plans around results that are important to the citizens of the state. Measurements for each of the results are established in order to track progress. These results will continue to be refined as the needs of citizens are monitored. Some of the primary results that are being tracked are:

### RESULTS

#### ECONOMIC SECURITY AND PROSPERITY:

- 1 Increase the number of new jobs created paying greater than \$10/hour + benefits.
- 2 Increase the number of dollars of new investment in Missouri firms and farms.
- 3 Increase the productivity of Missouri firms and farms.
- 4 Decrease the percent of Missourians obtaining public income support at any time during a year.
- 5 Increase the percent of Missourians with health insurance.
- 6 Increase the percent of families that spend less than 20% of their income on day care.
- 7 Increase the percent of Missourians with incomes above 100% of the poverty level.
- 8 Increase the percent of minorities and women participating in State of Missouri procurement and employment.

#### EDUCATED MISSOURIANS:

- 9 Increase the percent of 25 year olds with a high school diploma (GED).
- 10 Increase the percent of 25 year olds completing 14 years of education.
- 11 Increase the percent of students annually that persist to high school graduation.
- 12 Increased percentage of children entering school ready to learn and students who achieve targeted skill levels at: 4th grade, 8th grade, 10th grade, and upon graduation.

#### HEALTHY & PRODUCTIVE MISSOURIANS:

- 13 Increase the percent of pregnancies which result in healthy babies.
- 14 Decrease the rate of hospitalizations and deaths of children from infectious diseases.
- 15 Decrease the rate of infant mortality per 1,000 births.
- 16 Decrease the pregnancy rate per 1,000 females up to age 17.
- 17 Increase the percent of Missourians living where air meets government air quality standards.

#### SAFE MISSOURIANS:

- 18 Decrease the number of crimes against persons per 100,000 Missourians.
- 19 Decrease the number of crimes of domestic violence per 100,000 Missourians.
- 20 Decrease the number (or rate) of alcohol and drug-related deaths.
- 21 Decrease the number of children under the age of 18 abused per 1,000.
- 22 Decrease the loss of life and property resulting from natural disasters.

#### COST-EFFECTIVE RESULTS:

- 23 Decrease the ratio of state government operating expenditures to Missouri personal income.

# Show Me Teams

Five Show Me Teams are developing inter-departmental action plans for improving results relating to healthy babies, children ready to enter school, crimes against persons, bringing people out of poverty, and running state government efficiently. For more information on the work of these teams, contact the following chairpersons:

Health - Gretchen Wartman, Department of Health

Education - Susan Zelman, Department of Elementary and Secondary Education

Crime - David Rost, Department of Public Safety

Poverty - Steve Renne, Department of Social Services

Efficiency - Mark Ward, Office of Administration

## Automation

### ***Data Center Consolidation***

The Highway Patrol/Department of Labor data center will be consolidated with the State Data Center in October. The Department of Transportation plans to consolidate in early 1998.

Governor Carnahan toured the consolidated data center on August 27 with the five data center managers involved in the consolidation. (See picture on back page.) He then addressed the Information Technology Advisory Board at their regular meeting. He praised the group as a great example of collaboration between state agencies.

### ***Data Network Consolidation***

The long range network study was completed by Southwestern Bell. It is currently being reviewed by the Chief Information Officer and the Office of Administration management.

## Efficient Operations

### ***Merit System Improvements***

A Classification Advisory Committee of agency representatives was formed to develop a plan

for implementing the concept of broadbanding. A plan with detailed recommendations was submitted to the Personnel Advisory Board in August. The plan is currently being reviewed by department directors, agency personnel analysts, and agency managers. Feedback and reactions to the plan will also be gathered at the Human Resources Conference in November.

The Management and Application Information Resource System (MAIRS) was implemented for the Division of Personnel in August. This system improves their automation and internal operations, reduces paperwork, and makes applicant information available online to customer agencies. State agencies will be online in October.

### ***Council on Efficient Operations***

The Council on Efficient Operations has identified over one million dollars in savings. An annual report will be published by October 1. Studies are being done on the following topics: employee suggestion systems, fax distribution methods, government offices and facilities, statewide delivery systems, supply acquisition and distribution, travel management, and vehicle management and maintenance.

Additional information about the Council's progress is available through the Internet at: <http://services.state.mo.us/litgov/ceo/ceo.htm>.

## **Fiscal Policy**

### ***Statewide Safety Program***

The Statewide Safety Committee met with all department directors to discuss the results of their department's assessment and the statewide analysis. Safety training has been done for members of the safety committee on how to implement a successful safety program in their departments. Departments are now developing their individualized safety programs, and assessing the resources and training needed. Subcommittees will work on statewide issues, such as record keeping, training, and return-to-work policies. The Statewide Safety Committee will continue to monitor progress on all activities.

### ***Financing Policy***

The final report of the Financing Policy Committee was submitted to the Governor on August 4. The primary recommendation of the committee is that the state's debt policy should be driven by the policy goal that Missouri retain its triple AAA bond rating. Some of the recommendations require an executive order be issued, and some require legislative action.

## **Management Improvement and Customer Service**

### ***Service Quality Improvement***

The Excellence in Customer Service Oversight Committee held their quarterly meeting on August 12. It was reported that all 16 state departments have begun or completed their customer focus pilot projects. The Committee will continue to assist departments in understanding the concepts of providing quality service.

## **Organizational Planning**

### ***Strategic Planning***

All state departments have completed their second year of strategic planning. This year's reports were submitted to the Governor's Office by July 1. Improvements have been made, and will continue, in measuring performance. Inter-departmental teams will continue to plan around the 23 Show Me results.

## **Workforce**

### ***Total Compensation Policy***

The mission of the Total Compensation Task Force is to create an appropriate balance between salary and benefits for state employees. Bringing state employee salaries in line with the marketplace has been a priority of the Task Force. At the same time, benefits are being compared with other state governments and private sector companies. More specifically, state holidays have been reviewed and may need to be adjusted in order to provide service to citizens on additional days, while compensating state employees appropriately.

The Task Force on Total Compensation has sent a Tuition Reimbursement policy and Professional Dues and Organizational Memberships policy to the Governor. The intent of these statewide policies are to standardize reimbursement practices among state departments. A flexible benefit program that includes eye care and dental packages will be available to state employees in January of 1998. An annual report to the Governor is available with all the Total Compensation Task Force activities.

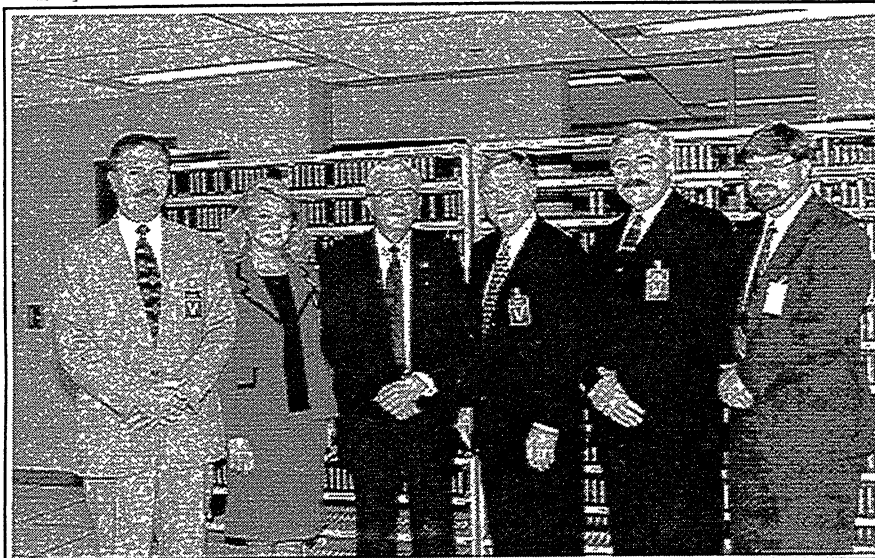
**COMMISSION ON MANAGEMENT  
AND PRODUCTIVITY (COMAP)**

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TO:



Governor Carnahan toured the consolidated data center on August 27 with the five data center managers involved in the consolidation.

Pictured from left to right are: Gerry Wethington (Missouri State Highway Patrol), Joyce Backes (Social Services), Dan Steidley (State Data Center), Governor Carnahan, Lew Davison (Missouri Department of Transportation), Don Slinkard (Labor and Industrial Relations).

The COMAP REPORT is a publication to keep state government employees and citizens informed. We welcome your comments on how this newsletter can better serve you, our customer. Please contact the COMAP office with your suggestions: Carolyn Kampeter, Project Director, COMAP, 350 Truman Building, P.O. Box 809, Jefferson City, MO 65102, Phone: 573-751-8639 Fax: 573-751-7181